Casualty and Memorial Affairs Operations Center

CASUALTY NOTIFICATION OFFICER TRAINING

PURPOSE

To provide Casualty Notification Officer (CNO)

personnel training that will assist them in their

difficult duties of personal notification of casualty

next of kin.

CASUALTY OPERATIONS

- Casualty operations consists of 3 major components
  - Casualty Reporting
  - Casualty Notification
  - Casualty Assistance
- Casualties are reported by Casualty Area Commands (CAC)
  - 27 CONUS
  - 7 OCONUS
  - CACs are responsible for all reports of casualty, next of kin notifications and casualty assistance within their area of responsibility.

WHAT IS A CASUALTY?

Any person who is lost to an organization by

reason of having been declared beleaguered,

captured, deceased, diseased, detained,

DUSTWUN, injured, ill, interned, missing,

missing in action or wounded.

WHO IS REPORTABLE?

- Active duty military
- USAR/ARNG enroute to/from/participating in Active Duty Training (AT, ADT, FTNGD, IADT, ADSW, SADT, TTAD or IDT)
- Army retirees
- Soldiers separated from the Army within120 days
- DA civilian employees OCONUS & CONUS TDY
- DA dependents OCONUS

REPORTING OF A CASUALTY

- CAC is notified of an incident by:
  - Unit Commander/representative
  - Police (civilian/military)
  - Medical treatment facility
  - Another CAC
- CAC confirms incident
- CAC collects personnel information
- CAC produces initial casualty report
- CAC/DA Casualty Operations Center coordinate all actions

CASUALTY NOTIFICATION STANDARDS

- Personal notification to PNOK/SNOK of all deceased/missing persons listed on casualty's DD Form 93 (Record of Emergency Data)
- Notification officer will be in Class A uniform
- Notification officer will be an Army Officer, Warrant Officer, or Senior Enlisted Noncommissioned Officer
- Notification conducted between the hours of 0600-2200 hours
- PNOK will be notified prior to SNOK whenever possible

DETERMINING NEXT OF KIN (Primary/Secondary)

- The primary next of kin (PNOK) is the person most closely related to the casualty. The following order of precedence is used to identify the PNOK:
  - Spouse
  - Natural, adopted, step and illegitimate children
  - Parents
  - Persons standing in loco parentis
  - Persons granted legal custody of the individual by a court decree of statutory provision
  - Brothers or sisters, to include half-blood and those acquired through adoption
  - Grandparents
  - Other relatives in order of relationship to the individual according to civil laws
  - If no other persons are available, the Secretary of the Military Department may be deemed to act on behalf of the individual
- Secondary next of kin (SNOK) is any other next of kin other than the PNOK

NOTIFICATION OFFICER DUTIES

- Represents the Secretary of the Army
- All duties performed in a timely, professional, dignified, and understanding manner
- Will pass only confirmed information
  - It is important that all NOK receive the same information about the casualty
- Informs PNOK that a Casualty Assistance Officer will be assigned
- Informs family not to make any disposition/funeral arrangements until they have been briefed by a Casualty Assistance Officer

NOTIFICATION OFFICER DUTIES

- Will coordinate all activities with CAC
- Will complete notification within 4 hours. If unable, will keep CAC abreast of the situation.
- Will call CAC immediately to confirm completed notification
  - Notification to other NOK is dependent upon confirmation phone call
- Obtain a confirmed 45-day address for the next of kin
- Complete notification worksheet
- Communicate with CAO

THE NOTIFICATION

- Prior to departure, the CAC will provide you the name, relationship, address of the NOK you will notify along with the circumstances of the incident.
- Learn/Memorize as much as you can about the casualty and the incident--It looks better if you don't always have to refer to your notes.
- If the NOK are not home, call the CAC for instructions--Don't leave the area!!!
- When delivering the notification, be as natural as possible in speech, manner and method of delivery--Don't rush or read the script.
- Only present the facts, don't offer your opinion, person conjecture or prior experiences

THE NOTIFICATION-SCRIPT 1

- Deceased notification, positive identification (PID) confirmed
  - PID confirmed is the norm
  - Confirmed by ID Card, personal identification, driver's license, and dental records
- NOK notified (this script may be used as a guide):
  "The Secretary of the Army has asked me to express his deep regret that your son, Robert was killed as a result of an automobile accident in Alexandria, VA on September 23, 1993. He was driving north bound on I-95 when for unknown reasons he lost control of his car and crashed. He was pronounced dead at the scene by local authorities. The Secretary of the Army extends his deepest sympathy to you and your family in your tragic loss."
- Do not hurry, be as natural as possible in speech, manner, and method of delivery. Do not read the script, memorize it!

THE NOTIFICATION-SCRIPT 2

- Deceased notification, PID pending
  - Remains have been found, ID on body; PID not established
- NOK notified (this script may be used as a guide):

  "The Secretary of the Army has asked me to express his deep regret that your daughter, Susan is believed to have been killed in Alexandria, VA on June 16, 1995. A body matching Susan's description was found in Fort Hunt State Park. Cause of death at this time is under investigation. Local authorities are currently trying to establish positive identification. You will be notified as soon as it has been established. The Secretary extends his deepest sympathy to you and your family during this trying period.
- Additional personal notification is required when PID has been confirmed.

THE NOTIFICATION-SCRIPT 3

- Deceased notification, “believed to be”
  - Helicopter crashes and sinks into Great Salt Lake, UT. Manifest lists soldiers onboard. No bodies recovered.
- NOK notified (this script may be used as a guide):

  “The Secretary of the Army has asked me to express his deep regret that your husband is be lieved to have been aboard an Army helicopter that crashed at 7:00 am, this morning in Utah. The flight manifest lists your husband, Richard as being aboard. No bodies have been recovered. You will be advised as more information becomes available. The Secretary extends his deepest sympathy to you and your family during this trying period.”
- Additional personal notification is required when bodies are recovered.

CONCLUSION

- Do not wait for the call to begin getting ready
  - Class A uniform must be ready
  - Read notification guide
  - Review AR 600-8-1, Chapter 4 (Casualty Operations/Assistance/Insurance)
  - Review Casualty Notification Officer's Guide
- The more prepared you are, the less stressful the task will be!!!
- Be ready to Go!!!